DECLARATION AND POWER OF ATTORNEY

ATTORNEY DOCKET NO. 100110217

as US Application Serial No. or PCT International Application

(if applicable).

As a below named inventor, I hereby declare that:

() was filed on . Number

My residence/post office address and citizenship are as stated below next to my name;

the specification of which is attached hereto unless the following box is checked:

and was amended on

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

I hereby state that I have reviewed and understood the contents of the above identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to

METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING

COUNTRY	APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED	UNDER 35 U S C. 119
			YES:	NO
			YES:	NO
Yovisional Application hereby claim the benefit und selow:	er Title 35, United States Code Se	ction 119(e) of any Unite	d States provisional	application(s) lis
	APPLICATION SERIAL NUMBER	FILING DATE		
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I. S. Priority Claim		L		
nsofar as the subject matter of nanner provided by the first performation as defined in Title	ler Title 35, United States Code, S of each of the claims of this applice paragraph of Title 35, United States 37, Code of Federal Regulations, Se PCT international filing date of this a	ation is not disclosed in the Code Section 112, I ack action 1.56(a) which occu	ne prior United Stat knowledge the duty	es application in to disclose mate
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nsofar as the subject matter of nanner provided by the first p of normation as defined in Title pplication and the national or	of each of the claims of this applica paragraph of Title 35, United States 37, Code of Federal Regulations, Se PCT international filing date of this a	ation is not disclosed in the Code Section 112, I acknowled to 1.56(a) which occumpplication:	ne prior United Stat knowledge the duty rred between the fil	es application in to disclose mate ling date of the p
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nsofar as the subject matter manner provided by the first, nformation as defined in Title pplication and the national or APPLICATION SERIAL NUMBER NOWER OF ATTORNEY: So a named inventor, I heret	of each of the claims of this applica paragraph of Title 35, United States 37, Code of Federal Regulations, Se PCT international filing date of this a	ation is not disclosed in the Code Section 112, I acketed in 156(a) which occupplication:	ne prior United Stat knowledge the duty rred between the fil (patented/pending/abandos	es application in to disclose mat- ling date of the p
nsofar as the subject matter nanner provided by the first nformation as defined in Title pplication and the national or APPLICATION SERIAL NUMBER OWER OF ATTORNEY: ss a named inventor, I heret	of each of the claims of this applica- paragraph of Title 35, United States 37, Code of Federal Regulations, Si- PCT international filing date of this a FREND DATE THE DATE	ation is not disclosed in the Code Section 112, I acketed in 156(a) which occupplication:	ne prior United Stat knowledge the duty rred between the fil (patented/pending/abandos	es application in to disclose mat- ling date of the p
nsofar as the subject matter rannener provided by the first population and the national or APPLICATION SERAL NUMBER APPLICATION SERAL NUMBER OF ATTORNEY: SA a narred inventor, I heret usiness in the Patent and Trac Customer N Send Correspondence to:	of each of the claims of this applica- graph of Title 35, United States 37, Code of Federal Regulations, St POT international filling date of this e FRUNG DATE y appoint the following attorney(s ternark Office connected therew th: umber 022879	ction is not disclosed in the Code Section 11.2, I ack stan 1.56(a) which occupplication: STATUS) and/or agent(s) to pros Place Customer Number Bar Code	ne prior United State incoverage and the duty red between the full predefending Abandon (patented banding Abandon the full properties of the properties of t	es application in to disclose mat- ling date of the p
nsofar as the subject matter manner provided by the first promption as defined in Title pipplication and the national or APPLICATION SERIAL NUMBER APPLICATION SERIAL NUMBER STATE AND APPLICATION SERIAL NUMBER STATE AND A	of each of the claims of this applica- paragraph of Title 35, United States 37, Code of Federal Regulations, Si PCT international filing date of this a FILING DATE PLING DATE oy appoint the following attorney(s ternark Office connected therewith: umber 022879	code Section 11.2, I ack code Section 11.2, I ack scton 1.56(a) which occu pplication: STATUS. and/or agent(s) to pros Place Customer Number Bar Code Label here	ne prior United Stat Knowledge the duty red between the full (paternled/bendre//ablandos secute this applicat because the full secure the full secure that secure the full secure the full secure that secure the full	es application in to disclose material to disclose material date of the perection and transaction and transaction and transaction and transaction.

the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements

SUMMIT BOULEVARD, SPOKANE, WA 99201

Citizenship: US

12-17-01

may jeopardize the validity of the application or any patent issued thereon.

Full Name of Inventory CHRISTOPHER D. FARNES

Residence:

Inventor's Signat Rev 10/00 (DecPwr)

DECLARATION AND POWER OF ATTORNEY ATTORNEY DOCKET NO. 100110217 FOR PATENT APPLICATION (continued)

Full Name of # 2 joint inventor:	LYNDA D. DAVIS		Citizenship:	US
Residence:	3318 APPLE STREET, BOISE, ID	83706	_	
Post Office Address:	SAME AS RESIDENCE			
rost office realisss.				
inventor's Signature		Date		
Full Name of # 3 joint inventor:	ROSS A. GOODWIN		Citizenship:_	US
Residence:	3398 EL MONTE DRIVE, SANTA	ROSA, C	A 95405	
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature		Date		
Full Name of # 4 joint inventor:	THOMAS B. RIDEOUT		Citizenship:_	US
Residence:	15117 139TH AVENUE, SE, SNO	ономізн	, WA 982	90
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature		Date		
Full Name of # 5 joint inventor:			Citizenship:_	
Residence:				
Post Office Address:	-			
Inventor's Signature		Date		
Full Name of #6 joint inventor:			Citizenship:	
Residence:				
Post Office Address:				****
inventor's Signature		Date		
Full Name of #7 joint inventor			Citizenship:_	
Residence:				
Post Office Address:				
Inventor's Signature				
mentor 5 Signature		Date		
	:		Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature		D		

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. 100110217

As a below named inventor. I hereby declare that:

My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING

the specification of which is attached	ed hereto unless the following box is checked:	
() was filed on and was a	as US Application Serial No. or PCT International Application amended on (if applicable).	
The state of the s	d and and and the sentents of the should identified enopification	

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

Foreign Application(s) and/or Claim of Foreign Priority

I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor(s) certificate listed below and have also identified below any foreign application for patent or inventor(s) certificate having a fitting date before that of the application on which priority is claimed:

COUNTRY	APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED UN	DER 35 U.S.C. 119
			YES:	NO:
			YES:	NO:

Provisional Application

I hereby claim the benefit under Title 35, United States Code Section 119(e) of any United States provisional application(s) listed below:

APPLICATION SERIAL NUMBER	FILING DATE

U. S. Priority Claim

I hereby claim the benefit under Title 35, United States Code, Section 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United states application in the manner provided by the first paragraph of Title 35, United States Code Section 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, Section 1.56(a) which occurred between the filling date of the prior application and the national or PCT international filling date of this application.

APPLICATION SERIAL NUMBER	FILING DATE	STATUS (patented/pending/abandoned)

POWER OF ATTORNEY:

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

	Label ridre		
Send Correspondence to:	Direct Telephone Calls	To:	
HEWLETT-PACKARD COMPANY			
Intellectual Property Administration	JAMES P. HAO	Trueman H. Denny	III
P.O. Box 272400	44001 000 0000	(650)857-3870	
Fort Collins, Colorado 80527-2400	(408) 938-9060	(001,001	

Place Customer

Number Bar Code

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

un Name of inventor.	CHRISTOPHER D. FARNES CITZENSIND: US	
Residence:	1114 N. SUMMIT BOULEVARD, SPOKANE, WA 99201	
Post Office Address:	SAME AS RESIDENCE	net S
nventor's Signature	Date	

Customer Number | 022879

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION (continued)

ATTORNEY DOCKET NO._100110217

Full Name of # 2 joint inventor:	LYNDA D. DAVIS		Citizenship:	US
Residence:	3318 APPLE STREET, BOISE, ID 8	3706		
Post Office Address:	SAME AS RESIDENCE			
Funde A	aren	10	1-13-01	/
inventor's Signature		Date / 2		
Full Name of # 3 joint inventor:			Citizenship:	US
Residence:	3398 EL MONTE DRIVE, SANTA R	OSA, C	A 95405	
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature		Date		***************************************
Full Name of # 4 joint inventor:	THOMAS B. RIDEOUT		Citizenship:	US
Residence:	15117 139TH AVENUE, SE, SNO	номізн	, WA 982	90
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature		Date		
Full Name of # 5 joint inventor:			Citizenship:_	
Residence:				
Post Office Address:				
Inventor's Signature		Date		
•		50.0		
Full Name of # 6 joint inventor:	1		Citizenship:	
Residence:				
Post Office Address:				
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Inventor's Signature	· · · · · · · · · · · · · · · · · · ·	Date		
Full Name of # 7 joint inventor	·		Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature		Date		
		Dute		
Full Name of #8 joint inventor			Citizenship:	
Residence:				
Post Office Address:				
Jinco Addiess.				
Inventor's Signature		Date		

PRIORITY CLAIMED UNDER 35 U.S.C. 119

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. 100110217

as US Application Serial No. or PCT International Application

DATE FILED

(if applicable).

As a below named inventor, I hereby declare that:

Foreign Application(s) and/or Claim of Foreign Priority

filing date before that of the application on which priority is claimed:

() was filed on

COUNTRY

Provisional Application

below:

Number

My residence/post office address and citizenship are as stated below next to my name;

the specification of which is attached hereto unless the following box is checked:

APPLICATION NUMBER

and was amended on

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I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor(s) certificate listed below and have also identified below any foreign application for patent or inventor(s) certificate having a

I hereby claim the benefit under Title 35, United States Code Section 119(e) of any United States provisional application(s) listed

METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING

	AP	PLICATION SERIAL NUMBER	FILING DATE	
U. S. Priority Claim				
				States application(s) listed below and, prior United States application in the
manner provided by the	e first paragrap	oh of Title 35, United States	Code Section 112, I acki	now ledge the duty to disclose material
		de of Federal Regulations, Se emational filing date of this a		red between the filing date of the prior
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APPLICATION SERIAL	NUMBER	FILING DATE	STATUS (patented/pending/abandoned)
				4444444444
POWER OF ATTORNEY:		unt the following attempts	and for agent(s) to proce	ecute this application and transact all
business in the Patent a	nd Trademark	Office connected therewith:	aliu/or agelit(s) to prosi	scute this application and transact air
			Place Customer	7
Custo	mer Number	022879	Number Bar Code Label here	
Send Correspondent			Direct Telephone	Colle Tex
HEWLETT-PACKARI	D COMPANY		Direct Telephone	
Intellectual Property P.O. Box 272400	Administration	1	JAMES P. HAO	Trueman H. Denny III
Fort Collins, Colorad	io 80527-240	0	(408) 938-9060	(650)857-3870
L				
I hereby declare th	at all state	ments made herein of r	my own knowledge a	re true and that all statements ese statements were made with
the knowledge that	t willful fals	se statements and the li	ke so made are puni	shable by fine or imprisonment,
or both, under Sec	tion 1001 d	of Title 18 of the United	d States Code and th	at such willful false statements
may jeopardize the	validity of 1	the application or any pa	itent issued thereon.	
Full Name of Inventor:	CHRISTOP	HER D. FARNES	Citizenship: US	<u> </u>
Residence:	1114 N. S	SUMMIT BOULEVARD.	SPOKANE, WA 9920)1
Post Office Address:	SAME AS	RESIDENCE		
Inventor's Signature			Date	
Rev 10/00 (DecPwr)	(Use F	Page Two For Additional Inventor(s) Signature(s))	Page 1 of 2

DECLARATION AND POWER OF ATTORNEY	ATTORNEY DOCKET NO. 100110217
FOR PATENT APPLICATION (continued)	

Full Name of # 2 joint inventor:	LYNDA D. DAVIS	Ci	itizenship:	US
Residence:	3318 APPLE STREET, BOISE, ID 83	706		
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature	Da	te		——————————————————————————————————————
Full Name of # 3 joint inventor:	ROSS A. GOODWIN	Ci	itizenship:	us
Residence:	3398 EL MONTE DRIVE, SANTA RO	SA, CA	95405	
Post Office Address:	SAME AS RESIDENCE			
Kon a. To	Toodini	1/	8/20	32
Invéntor s Signature	Da	te		
Full Name of # 4 joint inventor:	THOMAS B. RIDEOUT	c	itizenship:	US
Residence:	15117 139TH AVENUE, SE, SNOHO	MISH ,	WA 9829	90
Post Office Address;	SAME AS RESIDENCE			
Inventor's Signature	Da	te		
Full Name of # 5 joint inventor:		с	itizenship:	
Residence:				
Post Office Address:				
Inventor's Signature	Da	ite		
Full Name of # 6 joint inventor:		с	itizenship:	
Residence:				
Post Office Address:				
Inventor's Signature				140000
inventor's signature	Ba	ate		
Full Name of # 7 joint inventor:		c	Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature		ate		
		ate		
		°	Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature	<u> </u>	ate		

PRIORITY CLAIMED UNDER 35 U.S.C. 119

NO

NO

YES

YES

STATUS (patented/pending/abandoned)

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. 100110217

as US Application Serial No. or PCT International Application led on ______ (if applicable).

OATE FILEO

DUNG DATE

As a below named inventor, I hereby declare that:

Foreign Application(s) and for Claim of Foreign Priority

filing date before that of the application on which priority is claimed:

() was filed on _

COLINTRY

APPLICATION SERIAL NUMBER

Provisional Application

U. S. Priority Claim

POWER OF ATTORNEY:

below:

Number

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APPLICATION NUMBER

FILING DATE

APPLICATION SERIAL NUMBER

and was amended on _

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METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING

business in the ratent a	na Trademark Office dominacted therewith				
Custo	mer Number 022879	Place Customer Number Bar Code Label here			
Send Correspondence to:		Direct Telephone Calls To:			
HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, Colorado 80527-2400		JAMES P. HAO (408) 938-9060	Trueman H. Denny III (650)857-3870		
made on information the knowledge that or both, under Sec	at all statements made herein of a on and belief are believed to be tru t willful false statements and the li tion 1001 of Title 18 of the United validity of the application or any pa	e; and further that these ke so made are punisha I States Code and that	statements were made with able by fine or imprisonment,		
Full Name of Inventor:	CHRISTOPHER D. FARNES	Citizenship: US			
Residence:	1114 N. SUMMIT BOULEVARD, SPOKANE, WA 99201				
Post Office Address:	SAME AS RESIDENCE				
Inventor's Signature		Date			
Rev 10.00 (DecPwr)	(Use Page Two For Additional Inventor)	s) Signature(s))	Page 1 of 2		

DECLARATION AND POWER OF ATTORNEY ATTORNEY BOCKET NO. 100110217
FOR PATENT APPLICATION (continued)

full Name of # 2 joint inventor:	LYNDA D. DAVIS		Citizenship: US	
	3318 APPLE STREET, BOISE, II	D 83706		
10014011211	SAME AS RESIDENCE			
Post Office Address:				
nventor's Signature		Date		
Full Name of # 3 joint inventor:	ROSS A. GOODWIN		Citizenship: US	
Residence:	3398 EL MONTE DRIVE, SANTA ROSA, CA 95405			
Post Office Address:	SAME AS RESIDENCE			
Inventor's Signature		Date		
Full Name of # 4 joint inventor:	THOMAS B. RIDEOUT		Citizenship: US	
Residence:	15117 139TH AVENUE, SE, S	NOHOMISH	i, WA 98290	
Post Office Address:	SAME AS RESIDENCE			
Thomas of 1	Lileat	12	120/01	
Inventor's Signature		Date /	/ -/ -/ -	
Full Name of #5 joint inventor	:		Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature		Date		
Full Name of # 6 joint inventor	r		Citizenship:	
Residence:				
Post Office Address:				
Inventor's Signature		Date		
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			Citizenship:	
	r:		Citizensinp.	
Residence:				
Post Office Address:				
Inventor's Signature		Date		
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Full Name of # 8 laint invent	ne.		Citizenship:	
	or:	~		
Residence:				
Post Office Address:		-		
Inventor e Signature		Date		